



## DEPARTMENT OF CONSUMER AFFAIRS CAREER EXECUTIVE ASSIGNMENT EXAMINATION ANNOUNCEMENT

California State Government supports equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, medical condition or pregnancy. It is an objective of the State of California to achieve a drug-free work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing Civil Service, and the special trust placed in public servants.

<b>DEPARTMENT:</b>	DEPARTMENT OF CONSUMER AFFAIRS	<b>RELEASE DATE:</b>	Monday, November 2, 2009
<b>POSITION TITLE:</b>	CEA I - Deputy Chief, Bureau of Automotive Repair, Consumer Assistance, Licensing and Administrative Support	<b>FINAL FILING DATE:</b>	Wednesday, November 18, 2009
<b>CEA LEVEL:</b>	CEA 1	<b>EXTENDED FINAL FILING DATE:</b>	
<b>SALARY RANGE:</b>	\$ 6,173.00 - \$ 7,838.00 / Month	<b>BULLETIN ID:</b>	10282009_5

### POSITION DESCRIPTION

Under the general direction of the Chief, Bureau of Automotive Repair (BAR), the Deputy Chief, Consumer Assistance, Licensing and Administration, CEA I will function as a top administrative advisor to the Chief on issues relating to the programs and will perform the following duties:

Specific duties include but not limited to the following:

- Advise and consult with executive staff regarding the interpretation of policy and legislation.
- Formulate and initiate program policies and procedures and ensure implementation of Departmental policies.
- Plan, direct and evaluate BAR strategic plan.
- Direct the analysis of proposed legislation that affects the Programs and the DCA.
- Identify the need for new legislation and recommend its support by the DCA.
- Recommend modification of proposed legislation to align it with DCA policy, programs, procedures, and to ensure adequate consumer protection.
- Review, modify and approve program budget proposals.
- Establish fiscal controls to assure that expenditures do not exceed available funds and are in conformance with approved fiscal programs.
- Oversee external communications with consumers and members of industry.
- Oversees all administrative functions performed by BAR involving budget development, contract monitoring, personnel administration, and facilities management.
- Recommend and ensure implementation of policies that promote consumer participation in the Consumer Assistance Program. Ensure services meet prescribed standards.
- Meet with legislators and legislative consultants and sponsors to develop support for BAR's legislation and to ensure pro-active positions on legislation.
- Testify before legislative committees as an advocate for the BAR and DCA to support or oppose legislation that directly or indirectly may have impact on the Programs.
- Oversee the development of sensitive policy papers, including Governor's Action requests, white papers, and position papers.
- Represents the BAR and forge relationships with the United States Environmental Protection Agency, automotive repair industry, consumer and environmental organizations, departmental executives, local air quality management districts, California Environmental Protection Agency, Department of Motor Vehicles, Air Resources Board, other states, media and the public.
- Ensure administrative

processes, including personnel, purchasing, facilities planning, telecommunications, and contracts, comply with appropriate laws, regulations, policies and procedures.

### **MINIMUM QUALIFICATIONS**

Applicants must meet the following minimum qualifications:

#### **Either I**

Must be a State civil service employee with permanent civil service status or who previously had permanent status in the State civil service.

#### **Or II**

Must be a current or former employee of the Legislature, with two or more consecutive years as defined in Government code § 18990.

#### **Or III**

Must be a current or former non-elected exempt employee of the Executive Branch with two or more consecutive years (excluding those positions for which salaries are set by statute) as defined in Government Code § 18992.

#### **Or IV**

Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code § 18991.

### **KNOWLEDGE AND ABILITIES**

Applicants must demonstrate the ability to perform high administrative and policy – influencing functions effectively. Such overall ability requires possession of most of the following more specific knowledge and abilities:

(1) Knowledge of the organization and functions of California State Government including the organization and practices of the Legislature and the Executive Branch; principles, practices, and trends of public administration, organization, and management; techniques of organizing and motivating groups; program development and evaluation; methods of administrative problem solving; principles and practices of policy formulation and development; and personnel management techniques; the department's or agency's Equal Employment Opportunity Program objectives; and a manager's role in the Equal Employment Opportunity Program.

(2) Ability to plan, organize, and direct the work of multidisciplinary professional and administrative staff; analyze administrative policies, organization, procedures and practices; integrate the activities of a diverse program to attain common goals; gain the confidence and support of top level administrators and advise them on a wide range of administrative matters; develop cooperative working relationships with representatives of all levels of government, the public, and the Legislature and Executive branches; analyze complex problems and recommend effective courses of action; and prepare and review reports; and effectively contribute to the department's or agency's Equal Employment Opportunity objectives.

These knowledge and abilities are expected to be obtained from the following kinds of experience

with substantial participation in the formulation, operation and/or evaluation of program policies (experience may have been paid or volunteer; in State service, other government settings, or in a private organization):

**CEA Level 1.** Supervisory/administrative experience in a line or staff activity, including the execution and/or evaluation of program policies.

**CEA Levels 2 and 3.** Broad administrative or program manager experience with substantial participation in the formulation, operation, and/or evaluation of program policies.

**CEA Levels 4 and 5.** Extensive managerial and program administrative experience which has included substantial responsibility for a combination of management functions such as program planning; policy formulation; organization coordination and control; and fiscal and personnel management. Where high technical professional qualifications are of primary importance in performing the duties of a given CEA position, then the above required experience may have been in a staff capacity exercising professional skills to influence and contribute to program, policy, and methods of providing those professional services. Primary examples are medical doctors and attorneys.

### **DESIRABLE QUALIFICATION(S)**

**Managerial Ability --** Experience demonstrating the ability to manage a program in State government, including planning, organizing, and directing program operations; experience in strategic planning, policy development, leadership, supervision, and management accountability.

**Program Analysis Skills --** Experience in analyzing complex program issues or problems and developing policies, procedures or specific solutions.

**Communication Skills --** Possess excellent oral and written communication skills, demonstrating the ability to be a leader and motivator, use tact and influence in achieving results. Demonstrated ability to deal with a variety of public and private persons and groups in matters of significant program sensitivity.

**Technical Skills –** Practical understanding of and demonstrated knowledge of the operations and regulations related to the Bureau of Automotive Repair.

**Administrative Skills –** Demonstrated knowledge of the activities of a regulatory agency and the Administrative Procedures Act. Knowledge of the State's budget and accounting processes, personnel management and business services; must possess a working knowledge of the legislative process.

### **EXAMINATION INFORMATION**

A minimum rating of 70% must be attained to obtain list eligibility. Hiring interviews may be conducted with the most qualified candidates. All candidates will receive written notification of their examination results. The result of this examination will be used only to fill the position of **CEA I - Deputy Chief, Bureau of Automotive Repair, Consumer Assistance, Licensing and Administrative Support**, with the **DEPARTMENT OF CONSUMER AFFAIRS**. Applications will be retained for twelve months.

*The results of this examination will be used only to fill this position.*

The examination process will consist of an application and Statement of Qualifications evaluation. The Statement of Qualifications will be used to evaluate your education and experience as it relates to the "Desirable Qualifications" listed above and screening criteria outlined below, and may also serve as documentation of your ability to present information clearly and concisely in writing since this is a critical factor to successful job performance. The Statement of Qualifications may be the only basis for your final score and rank on the eligible list. Interviews may be conducted as part of the examination process. (Hiring interviews may be conducted with only the most qualified candidates if it is determined necessary in order to make a selection.) All applicants will be notified of the results. The results of this examination may be used to fill subsequent vacancies in this position within the next twelve months. To obtain list eligibility, a passing score of 70% must be obtained.

## **FILING INSTRUCTIONS**

### **Interested applicants must submit:**

- A completed Standard State Application (Form 678).
- A "Statement of Qualifications". The Statement is a narrative discussion of how the candidate's education, training, experience, and skills meet the minimum and desirable qualifications and qualify them for the position. The Statement of Qualifications serves as a documentation of each candidate's ability to present information clearly and concisely in writing and should be typed and no more than two pages in length.
- Resumes do not take the place of the Statement of Qualifications.

### **Applications must be submitted by the final filing date to:**

DEPARTMENT OF CONSUMER AFFAIRS, Selection Services and Recruitment Section  
1625 N. Market Blvd. Ste. N321, Sacramento, CA 95834  
Margo Cooper | (916) 574-8305 | [margo\\_cooper@dca.ca.gov](mailto:margo_cooper@dca.ca.gov)

## **ADDITIONAL INFORMATION**

Application (Std. 678) and Statement of Qualifications must be POSTMARKED by the final filing date of November 18, 2009. Applications postmarked, personally delivered, or received via interagency mail after the final filing date will not be accepted for any reason. Do not submit application packages to the State Personnel Board.

## **SPECIAL TESTING**

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.

## **GENERAL INFORMATION**

If you meet the requirements stated in this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of others who take this test, and all candidates who pass will be ranked according to their scores.

The DEPARTMENT OF CONSUMER AFFAIRS reserves the right to revise the examination plan

to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others.

**Class specs:** <http://www.dpa.ca.gov/textdocs/specs/s7/s7500.txt>